GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:2842
ANSWERED ON:11.05.2016
Internet Users
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the estimated percentage of internet users among the total population in the country separately in rural and urban areas;

(b) whether the percentage of internet users in India is quite low as compared to other countries including China;

(c) if so, the details thereof and the reasons therefor and the action taken by the Government in this regard;

(d) whether there has been large number of complaints of slow and disruptive internet connectivity in the country; and

(e) if so, the details thereof separately in urban and rural areas, State-wise and the corrective action taken by the Government in this regard?

Answer

THE MINISTER OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
(SHRI RAVI SHANKAR PRASAD)

(a) Madam, as per "The Indian Telecom Services Performance Indicators" report published by Telecom Regulatory Authority of India (TRAI), there are 25.73 internet users per 100 population in the country on 30th September 2015. There are 54.43 internet users per 100 population in the urban areas and 12.81 internet users per 100 population in the rural areas.

However, as per the report of Internet and Mobile Association of India (IAMAI) on the subject "Internet in India 2015" published in November, 2015, there are 28% ever internet users (users claiming to access the internet at least once in their lives) in the country. This figure was 59% for urban areas and 14% for rural areas.

(b)&(c): As per "The State of Broadband Report 2015" published in September, 2015 by Broadband Commission, International Telecommunications Union (ITU), world ranking of India in terms of percentage of internet users was 136 whereas that of China was 82 during the year 2014.

Further, in order to enhance the internet users in the country, National Optical Fibre Network (NOFN)/BharatNet project has been planned to connect all Gram Panchayats (approx. 2.5 lakh) in the country, through Optical Fibre Cable (OFC) utilizing existing fibres of Public Sector Undertakings (PSUs) viz. Bharat Sanchar Nigam Limited (BSNL), Power Grid Corporation of India Limited (PGCIL) and RailTel and laying incremental fiber wherever necessary to bridge the connectivity gap between Gram Panchayats (GPs) and Blocks for providing broadband connectivity. The project is being funded by the Universal Service Obligation Fund (USOF) with an estimated cost of Rs. 20,100 Crores. The project is being executed by a Special Purpose Vehicle (SPV), namely, Bharat Broadband Network Limited (BBNL). Under this project, at least 100 Mbps bandwidth has to be provided in all the estimated 2.5 lakh GPs for utilization by all categories of service providers on non-discriminatory basis including Internet Service Providers. As on 02.05.2016, Optical Fibre Cable (OFC) has been laid in 1, 11,729Kms and 50,465 Gram Panchayats (GPs) have been connected with OFC. Out of these, 6834 GPs have been provided with broadband connectivity.

(d)&(e) As per the information provided by TRAI, the service area-wise number of complaints received w.e.f. 01.04.2015 to 31.03.2016 is enclosed as Annexure.

Further, TRAI is monitoring the performance of Telecom Service Providers (TSPs) providing Broadband services and Wireless Data services against the Quality of service standards laid down by TRAI through performance monitoring reports submitted by TSPs on quarterly basis for the service area as a whole.

TRAI has been pursuing with service providers for improving Quality of Service and in this regard regular interactions are held with the service providers. TRAI has also engaged independent agencies for auditing and assessing the quality of service and surveys are being done regularly through independent agencies to assess the customer perception of service. The results of the audit and assessment of quality of service and surveys are published for the information of stakeholders, which also force the service providers to improve the quality of service. Wherever the qualities of service benchmarks are not met, TRAI has also been imposing financial disincentives on service providers providing Broadband Service, for failure to comply with the benchmarks, in accordance with the

provisions of the regulations.

Annexure

Service Area Wise Number Of Complaints w.e.f. 1.4.2015 to 31.03.2016
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Name of Service Area Nature of Complaints
Poor speed of Broadband Others Total Complaints
Andhra Pradesh 6 30 36
Punjab 32 71 103
Bihar 27 65 92
Delhi 238 425 663
Uttar Pradesh (East) 22 66 88
Gujarat 59 134 193
Haryana 23 38 61
Himachal Pradesh 2 11 13
Jammu & Kashmir 0 4 4
Kolkata 40 104 144
Kerala 16 22 38
Mumbai 42 137 179
North East 1 4 5
Orissa 8 5 13
Rajasthan 52 58 110
Assam 2 8 10
Tamilnadu 54 100 154
West Bengal 19 56 75
Uttar Pradesh (West) 29 50 79
Karnataka 38 110 148
Madhya Pradesh 9 48 57
Maharashtra 56 85 141
Chennai 15 32 47
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